HP LeftHand / P4000
Support Resource Guide

NOTE: The information below will be kept up to date at the following link: www.hp.com/go/P4000Support

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ADVICE FROM THE HP LEFTHAND / P4000 SUPPORT EXPERTS

The HP LeftHand P4000 Support Team has the following recommendations for all LeftHand / P4000 SAN owners:

Always check firmware, BIOS, and driver versions

HP LeftHand P4000 Technical Support strongly recommends that before putting newly installed Storage Modules into production, and after adding applicable replacement parts, always check the versions of firmware, BIOS, drivers, etc, and compare them to the P4000 requirements. There are many preventative fixes in proper firmware which can prevent erroneous hard drive failures, for example, and other improvements that can improve data availability. As necessary, follow the upgrade instructions provided.

For documented details register for SPOCK access at: http://www.hp.com/storage/spock

You can then access the document from the SPOCK home page under "*Other Hardware*" along the left side of the page, then "*iSCSI / FCIP / DM (HP & Lefthand)*"

Note that on the SPOCK page, there is one firmware matrix for the P4800 product, and a separate matrix for the other LeftHandP4000 products.

Install HP Insight Remote Support – Receive health status messages, create automated Support cases

HP LeftHand P4000 Technical Support strongly recommends that you install Insight Remote Support as a means of gathering logs from the SAN, receiving automated health status messages from the SAN, and auto-generating Support tickets when issues are encountered.

NOTE:
With SAN/iQ version 9.0 and above, you are fully compatible with Insight Remote Support.
For SAN/iQ version 8.5, you must first install patch 10076 to be compatible with Insight Remote Support.
For SAN/iQ version 8.1 and below, you are not compatible with Insight Remote Support. We strongly recommend that you upgrade to a compatible version of SAN/iQ.

- For general Insight Remote Support information: http://hp.com/go/insightremotesupport
- Related Customer Notice: http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&objectID=c02511754
- IRS Standard Migration Guide: http://bizsupport2.austin.hp.com/bc/docs/support/SupportManual/c02478431/c02478431.pdf
- Download IRS Standard: https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=RSSTANDARD

Sign up to receive LeftHand / P4000 product alerts and advisories.

- HP LeftHand P4000 Technical Support strongly recommends that you sign up for HP Subscribers Choice at: https://h30046.www3.hp.com/SubChoice/country/us/en/subhub.aspx and/or http://www.hp.com/go/myadvisory to receive customized product and solution updates and support alerts to keep your product current, plus your choice of a vast amount of other information.

- To receive software update notifications via email from Support Center, go to: https://h20566.www2.hp.com/portal/site/hpsc/public/
  - Registration on Support Center and linking a support agreement to a user ID is required. For more information, go to: https://h20566.www2.hp.com/portal/site/hpsc/aae/home?lang=en&cc=us&hpappid=SP4TS
  - If you are a previous ITRC user, see the "ITRC Users" section along the right side of the Support Center home page, for assistance with migrating your ITRC profile data to Support Center.

- Problems with Support Center? Once logged in, Select the "Contact HP" link at the top-left of the page.

Support for Demos / Evaluations / Proof of Concepts

For support on Demos, Evaluations and Proof of Concepts, please contact your local Sales Representative, Pre-Sales Representative or the Partner that you purchased from or are working with. The Sales Associate will provide the necessary support, and will contact other resources as necessary.

Finding Manuals and other Technical Information

To download P4000 / LeftHand user manuals and other support documentation go to: http://h20000.www2.hp.com/bizsupport/TechSupport/DocumentIndex.jsp?contentType=SupportManual&lang=en&cc=us&docIndexId=64179&taskId=101&prodTypeId=12169&prodSeriesId=3936136 Using Control-F on this page to search for keywords is often the easiest way to find the correct document.

To search the knowledge base, log into your account on Support Center at: https://h20566.www2.hp.com/portal/site/hpsc/public/kb/search/

- Registration on Support Center and linking a support agreement to a user ID is required. For more information, go to: https://h20566.www2.hp.com/portal/site/hpsc/aae/home?lang=en&cc=us&hpappid=SP4TS
- If you are a previous ITRC user, see the "ITRC Users" section along the right side of the Support Center home page, for assistance with migrating your ITRC profile data to Support Center.
    - Problems with Support Center? Once logged in, Select the "Contact HP" link at the top-left of the page.

For additional P4000 technical documents, go to: www.hp.com/go/P4000
Under Product Information, select Resource Library

View the HP/LeftHand forum:
http://h30499.www3.hp.com/t5/HP-LeftHand-P4000/bd-p/itrc-1195

Sign up for Support Community forums:
http://h30499.www3.hp.com/

Finding Software and Patches

To download the latest full release version of SAN/iQ, go to: www.hp.com/go/P4000downloads Follow instructions detailed on that page.

The following miscellaneous free software components and user documentation are located at:
www.hp.com/go/P4000downloads

- SAN/iQ Management SW DVD
- Centralized Management Console (CMC) installer (Windows, Linux and HPUX)
- SNMP MIBS for SAN/iQ
- Virtual Storage Appliance (VSA) (For Hyper-V, ESX OVF), Zero-to-VSA Installer, and Install and Config Guide
- SRA for VMware SRM, Readme and User Guide
- HP P4000 SAN User Guide
- HP P4000 Remote Copy User Guide
- P4x00 Storage System Quick Restore DVDs and System Recovery Procedures
- Application Integration Solution Pack DVD
- Application Aware Snapshot Manager Installer and Deployment Guide
- API/CLI for SAN/iQ, CLI Sample Scripts, and CLI Readme and User Manual
- MPIO/DSM for Windows Installer and User Guide
- Failover Manger (FOM) (For Hyper-V, ESX OVF and non-ESX)
- Multisite HA/DR User Guide

- P4800 Blade System Maintenance Guide

To download previous versions of SAN/iQ and related software components and user documentation, go to: www.hp.com/go/P4000Downloads, then go to link titled 'To download previous software versions of SAN/iQ'

To download specific patches for P4000 / LeftHand products, go to: www.hp.com

- Click on "Support and Drivers" in the top menu
- From the resulting page, again select "Support and Drivers"
- Enter product "HP LeftHand" or other specific product model, and click SEARCH
- Select your Product, then Select "Cross operating system (BIOS, Firmware, Diagnostics, etc.") as the Operating System.

NOTE: SAN/iQ CMC version 9.0 and higher can automatically download updates provided it can access the internet, and is the preferred method to acquire P4000 updates.

CONTRACTS AND SUPPORT/SERVICES OFFERINGS

For information on Support offerings:

- Go to: http://h20559.www2.hp.com/portal/site/cpc/template.PAGE/public/?javax.portlet.tpst=67778a6e4bb58e57aad4ab02b053ce01&javax.portlet.pbp_67778a6e4bb58e57aad4ab02b053ce01=cpcNodeIdentifierAsString%3D30533&javax.portlet.prp_67778a6e4bb58e57aad4ab02b053ce01=wsrp-navigationalState%3Daction%25253DdetermineNodeContents%25257CcpcNodeIdentifierAsString%25253D30533&javax.portlet.begCacheTok=com.vignette.cachetoken&javax.portlet.endCacheTok=com.vignette.cachetoken
- Near the bottom of the page, select "Storage Systems and SAN Solutions"
- Select a P4x00 product /solution, then click "Expand All" for a list of all available services / care packs. The "Supporting Information" icon for each item will provide details.

For Warranty information: http://h18006.www1.hp.com/products/storageworks/warranty.html

Purchasing, uplifting, registering, renewing, updating or other questions on your Support Contract / Service Agreement ID (SAID) Care Pack:

- Contact your HP Authorized reseller; they will work with the HP Distributor to address your contract needs.
- Or go to: http://www.esca.hp.com/
- Alternatively, if you would like to speak to someone immediately, contact the following;
  - **US and Canada**
    US HP Services Customer Operations Business Center; 1-800-386-1115
    - Select option #2 for Inquiries Regarding Support Agreements
    - Select option #3 for Registration of Your Onsite HP CarePack
  - **Latin America**
    Tel: +1 305 267-4220
  - **Europe, Middle East and Africa**
    Email UK&I_ContractAdministration@hp.com
  - **Asia Pacific and Japan**
    Contact your local Sales Representative or Reseller

Viewing your current support contracts

- To view your current support contracts, go to Support Center, at: https://h20566.www2.hp.com/portal/site/hpsc/public/ go to My Support > My contracts & warranties > View my contracts and warranties.
  - Registration on Support Center and linking a support agreement to a user ID is required. For more information, go to: https://h20566.www2.hp.com/portal/site/hpsc/aae/home?lang=en&cc=us&hpappid=SP4TS

- If you are a previous ITRC user, see the "ITRC Users" section along the right side of the Support Center home page, for assistance with migrating your ITRC profile data to Support Center.
    - Problems with Support Center? Once logged in, Select the "Contact HP" link at the top-left of the page.

- For a copy of your support contract or to discuss the terms and conditions please contact your HP Authorized Reseller. If you do not purchase through a HP Authorized reseller please phone 1-800-386-1115 and select option 1 to locate your contract administrator.

Important information on Bundle vs Individual Unit Serial Numbers:
Many LeftHand / HP P4000 Storage Modules are purchased as part of a "bundle" or "SAN" package. In those cases, each node will have a label with its individual serial number, but will also have a separate label with the "Bundle Serial Number". When providing serial numbers to technical support for contract or support entitlement purposes, you will always refer to the bundle serial number. The bundle serial number is what the warranty and support contracts are tied to.

INSTALLATION

General Installation Services Information:
http://h20219.www2.hp.com/services/us/en/always-on/storage-installation-implementation.html?jumpid=reg_R1002_USEN

Purchase Installation Services: Contact HP Sales Rep or HP Authorized reseller.

Schedule Installation:
IMPORTANT: In Americas, installation services are not proactively scheduled. The customer MUST phone in to schedule. There is three to five day scheduling window on all installation requests to be assigned to an HP engineer. If the customer requires installation sooner than that (i.e. two days out), they can possibly be accommodated for an additional fee.

- **Americas: 1-800-633-3600**

Wait for the prompt and then speak the following short-cut "**Request An Installation"**
You will need your **HP sales order number**; this number typically starts with 24W or 26W and can be found in the upper right hand corner of your HP invoice that was included in the box with your hardware.
You will be given a case number and told that you will be contacted by an installer.

- **Europe, Middle East, Africa, Asia Pacific and Japan**

Typically the customer will be contacted proactively by the Installation Coordination team. Otherwise, contact your regional Technical Support office (see details below) to open an installation case.

Installation Escalations:
If you are not satisfied with your installation and would like to escalate, call:

- **Americas: 1-800-633-3600**
  Wait for the prompt and then speak the following short-cut "**Request An Installation"**
    - You will need to reference their installation case number and an escalation will be opened to determine next steps.
    - If you do not have your installation case number, you will need your HP sales order number that has the installation purchase on it.
- **Europe, Middle East, Africa, Asia Pacific and Japan**

Contact your regional Technical Support office (see details below) to open an installation case.

Self Installations:
HP does not support self installations over the phone. If you would like to purchase installation services, please contact your HP sales representative or HP Authorized Reseller for pricing.

Demo, Evaluation and Proof of Concept Installations:
For installation services on Demos, Evaluations and Proof of Concepts, please contact your local Sales Representative, Pre-Sales Representative or the Partner that you purchased from or are working with. The Sales Associate will provide the necessary support, and can contact other resources as necessary.

Product Training

For a list of related trainings: http://hp.com/education/sections/storage.html
The typical course for LeftHand / P4000 customers is the HK364s P4000 Configuration and Administration course. More info here: http://www.hp.com/education/courses/hk364s.html

Purchase training:
For information on purchasing product training, contact your local HP sales rep, authorized reseller, or go to the following link and call the number for your particular country: http://www.hp.com/education/news/contact-phone.html.

When purchasing product, you may add an HP Education Services Care Pack along with the product order.

Training seats that came with the product purchase:
If training was included with your product purchase, a Welcome Letter is sent via email to the customer contact on the order report. The email will have the following subject line: "IMPORTANT: HP order information for [ACCOUNT NAME]". The email will explain what you purchased, Terms and Conditions, account number and a link to the courses. If you cannot find your letter, be sure it is not in your spam/junk folder, and Confirm that the person asking for the information is in communication with the contact provided on the sales order.

Otherwise, go to http://hp.com/education/sections/storage.html and register for the HK364s P4000 Administration course. If you are unable to locate your welcome letter, use "Bundle" as the method of payment in the "other HP contract" field on the web registration form.

Help Registering for Training
If you need help registering, go to the following link and call the number for your particular country:
http://www.hp.com/education/news/contact-phone.html

Software / Hardware Compatibility

Go to: www.hp.com/go/P4000Compatibility

Licensing

To license your product, go to www.webware.hp.com, enter the HP Sales Order Number, and follow instructions to complete the registration process. You will need the MAC address of the affected storage system(s).

Locating Entitlement Certificates:
You should have received a blue package/envelop with each storage unit and/or VSA purchased that contains information on how to access Webware and the license key generation system.

For replacement Entitlement Certificates send mail to: entitlement.support@hp.com (This is valid for all HP regions)
To speed the request, please provide:

- Customer Name & Address
- HP Order number (24W# or 26W#)

Locating your HP Sales Order Number:
The Sales Order can be found in several places
- Included in the blue package/envelop, printed on the entitlement certificate.
- Included in the contract information, viewable via Support Center
- Included in an email received from your HP Contract Admin or HP Reseller after the support contract is set up.

Webware Help:
From the Webware home page, under Resources on the left side of the page, select Help

For license moves, questions, licensing problems, or problems with http://webware.hp.com contact the licensing center either by phone or email.

- **Americas:**
  1-800-326-0411 - Hours of operation: 6:00 am to 6:00 pm MST
  - Or email Americas_password@cnd.hp.com Please include the HP sales order number, Service Agreement ID (SAID), serial number and a brief description of the problem.
- **Europe, Middle East and Africa:**
  Phone: (+31-55-543-4642)
  Fax: (+31-55-543-4645)
  Hours of operation: 9:00 to 18:00 CET
  Or email Europe_password@cnd.hp.com Please include the HP sales order number, Service Agreement ID (SAID), serial number and a brief description of the problem.
- **Asia Pacific and Japan:**
  Phone: (outside Japan) (+81-3-3227-5672) - English Support
  Phone: (within Japan) 03-3227-5264 - Japanese Support
  Fax: (+81-3-3227-5238)
  Hours of operation: 9:00 am to 5:00 pm JST
  Or email Asia_password@cnd.hp.com Please include the HP sales order number, Service Agreement ID (SAID), serial number and a brief description of the problem.

To determine who your Webware license owner is:
The license owners were and are determined one of two ways;
- For legacy customers; the license owner is individual that was identified as the primary technical contact in SalesForce before the acquisition.
- For new customers; the license owner is the contact provided by sales on the HP sales order

END-OF-SERVICE-LIFE POLICY

Go to: www.hp.com/go/P4000Compatibility, towards the end of the document.

SUBMITTING, MANAGING AND VIEWING STATUS OF SUPPORT CASES VIA THE WEB

- Go to Support Center at:
  https://h20566.www2.hp.com/portal/site/hpsc/public/ Under 'Support Options', on the left side of the page, go to 'Get help from HP', and select 'Submit or manage support cases'.
  - Registration on Support Center and linking a support agreement to a user ID is required. For more information, go to: https://h20566.www2.hp.com/portal/site/hpsc/aae/home?lang=en&cc=us&hpappid=SP4TS
  - If you are a previous ITRC user, see the "ITRC Users" section along the right side of the Support Center home page, for assistance with migrating your ITRC profile data to Support Center.
    - Problems with Support Center? Once logged in, Select the "Contact HP" link at the top-left of the page.

Important information on Bundle vs individual Unit Serial Numbers:
Many LeftHand / HP P4000 Storage Modules are purchased as part of a "bundle" or "SAN" package. In those cases, each node will have a label with its individual serial number, but will also have a separate label with the "Bundle Serial Number". When providing serial numbers to technical support for contract or support entitlement purposes, you will always refer to the bundle serial number. The bundle serial number is what the warranty and support contract are tied to.

CALLING SUPPORT

NOTE: Customers with a Mission Critical support agreement should use the alternate Support number provided with the contract.

Important information on Bundle vs Individual Unit Serial Numbers:
Many LeftHand / HP P4000 Storage Modules are purchased as part of a "bundle" or "SAN" package. In those cases, each node will have a label with its individual serial number, but will also have a separate label with the "Bundle Serial Number". When providing serial numbers to technical support for contract or support entitlement purposes, you will always refer to the bundle serial number. The bundle serial number is what the warranty and support contract are tied to.

NOTE: Below are the primary Support contact numbers. Other paths also exist and take you to the same phone queue.

- **Americas**

1-800-633-3600, at the voice prompt, say "LeftHand Solution"

- **Europe, Middle East and Africa**

Note: If your country is not listed, contact your local service provider

Country	HP Contract Support numbers
Algeria	+213 21 67 66 66
Angola	+234 1 27 14 777
Armenia	+7 495 797 3525
Austria	08 1000 2000
Azerbaijan	+7 495 797 3525
Bahrain	+971 4 390 4785
Belarus	+7 495 797 3525
Belgium	078 250 144
Bulgaria	2 960 1963
Croatia	1 6060 230
Cyprus	+30 210 876 1880
Czech Republic	261 307 505
Denmark	35 25 65 00
Egypt	0800 888 7 888
Estonia	6 813 823/ After hours: +358 204 912 746
Faroe Islands	+45 3525 6500
Finland	0203 203 00 or 0203 225 00
France	0825 00 4123
Georgia	+7 495 797 3525
Germany	01805 332 525
Gibraltar	+44 207 949 0148

Greece	801 11 47 22 73
Greenland	+45 3525 6500
Guernsey	0870 842 2330
Hungary	06 1 382 11 22
Iceland	+45 3525 6500
Iraq	+971 4 390 4785
Ireland	1850 924 590
Israel	09 7623 300
Italy	02 4527 9050
Jersey	0870 842 2330
Jordan	+971 4 390 4785
Kazakhstan	+7 495 797 3525
Kenya	020 272 0846
Kosovo	6324 0005
Kuwait	+971 4 390 4785
Kyrgyzstan	+7 495 797 3525
Latvia	67 030 721 / Toll free: 800 80 12/ After Hours: +358 204 912 746
Lebanon	+971 4 390 4785
Liechtenstein	0848 800 724
Lithuania	5 210 3333 / Toll free: 800 10000/ After Hours: +358 204 912 746
Luxembourg	27 303 111
Madagascar	+ 212 22 40 47 47
Mauritius	+27 11 785 1000
Moldova	+7 495 797 3525
Monaco	+33 1 70 20 00 38
Montenegro	6324 0005 or +49 6966404301
Morocco	05 22 24 87 70
Netherlands	0900 115 0000
Nigeria	01 2714777
Norway	800 56044
Oman	+971 4 390 4785
Poland	0801 300 310
Portugal	808 218 218 or 808 203 203
Quatar	+971 4 390 4785
Reunion	+212 22 40 47 47
Romania	021 303 84 01
Russia - *Moscow*	495 797 3525
Russia - *St. Petersburg*	812 346 7982
San Marino	+39 02 4527 9050
Saudi Arabia	800 897 1451

Serbia	63240005 or +49 6966404301
Slovak republic / Slovakia	02 5752 5555/ After Hours: 905 70 74 74
Slovenia	1 2307 478
South Africa	086 000 1010
Spain	902 012 959/ After Hours: 902 012 969
Sweden	077 130 30 30/ After Hours: 077 130 30 50
Switzerland	0848 800 724
Syria	+971 4 390 4785
Tajikistan	+7 495 797 3525
Togo	+212 5 22 24 87 70
Tunisia	23 925 000
Turkey	0212 444 71 72
Turkmenistan	+7 495 7973525
Ukraine	44 496 9669
United Arabic Emirates	04 390 4785 or Toll Free: 800 4326
United Kingdom	0845 161 0050
Uzbekistan	+7 495 797 3525
Vatican City State	02 4527 9050
West Africa, French-Speaking countries	+212 22 24 87 70
West Africa, English Speaking countries	+234 1 2714777/ +420 261 307737
Yemen	+971 4 390 4785

Asia Pacific and Japan

Contact Support Phone Numbers	Primary Number	Alternative and/or After Hours Number
Australia	13 11 47	
China	8008106966 (Carepack customers need pin code *) 8008103888 (Base warranty Customer)	8008106966 (Carepack customers, need pin code *)
Hong Kong	35597333 or 29048338	22923333
India	18004254994	18004258080
Indonesia	+6221 57987777	+62 213503408 (Warranty)
Japan	0120 247168 (Carepack)	
Korea	2199 0911 (Working Hours)	050 2199 0909 (After Hours)
Malaysia	1800 888 588 #1 #5 #3 (Warranty)	1800 88 1811 /+603 2095 1911 (Contract)
New Zealand	0800 664 747	
Philippines	+632 888 6211	
Singapore	1800 272 4333 (Contract)	+65 6272 5300 #1 # 5 #3 (Warranty)
Taiwan	0800 211666	02 87227688
Thailand	+662 353 9199	
Vietnam	+84 8 382 34155	+84 4 393 50565

* Pin code is provided when purchasing the Carepack

Purchasing / Presales

For information on purchasing any of the following, your first contact should be with your HP Sales Rep or HP Authorized reseller:

- Spare parts
- Media Retention Service (Allows you to keep defective hard drives with sensitive data, rather than returning them)
- Training Services
- Installation Services
- Professional Services
- Etc.

To contact HP directly on these topics:

- **Americas**
  800-BUY-MYHP
- **All other regions**
  Find the appropriate number for your country at: http://welcome.hp.com/country/us/en/wwcontact_us.html

Other LeftHand / P4000 Web Pages

For general LeftHand / P4000 information and links to other useful information:
www.hp.com/go/P4000

Addendum A – Links Summary

P4000 Firmware requirements and update information:
http://www.hp.com/storage/spock Go to "*Other Hardware*", then "*iSCSI / FCIP / DM (HP & Lefthand)*"

insight Remote Support:

General Info: http://hp.com/go/insightremotesupport

Customer Notice:
http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&objectID=c02511754

IRS Standard Migration Guide:
http://bizsupport2.austin.hp.com/bc/docs/support/SupportManual/c02478431/c02478431.pdf

Download IRS Standard:
https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=RSSTANDARD

Receive product alerts and advisories:
https://h30046.www3.hp.com/SubChoice/country/us/en/subhub.aspx
http://www.hp.com/go/myadvisory
https://h20566.www2.hp.com/portal/site/hpsc/public/

Support Center: https://h20566.www2.hp.com/portal/site/hpsc/public/ Includes:

- Signing up for access
- Linking SAID to account
- View Knowledge Base
- View Support contracts
- Open support cases via Web
- Viewing case status

Manuals and other technical information:
http://h20000.www2.hp.com/bizsupport/TechSupport/DocumentIndex.jsp?contentType=SupportManual&lang=en&cc=us&docIndexId=64179&taskId=101&prodTypeId=12169&prodSeriesId=3936136

www.hp.com/go/P4000 Under Product Information > Resource Library

HP/LeftHand forum:
http://h30499.www3.hp.com/t5/HP-LeftHand-P4000/bd-p/itrc-1195

Sign up for Support Community forums:
http://h30499.www3.hp.com/

Latest version of P4000 SAN/iQ Software and related components and documentation:
www.hp.com/go/P4000Downloads

Previous versions of P4000 SAN/iQ Software and related components and documentation:
www.hp.com/go/P4000Downloads, then go to link titled 'To download previous software versions of SAN/iQ'

Download P4000 patches: www.hp.com > Support and Drivers >Support and Drivers > Enter product "HP LeftHand" or "P4000" > GO > Select your Product > Select "Cross operating system (BIOS, Firmware, Diagnostics, etc.")

Contract administration:
http://www.esca.hp.com/

Warranty information:
http://h18006.www1.hp.com/products/storageworks/warranty.html

Installation Services Information:
http://h20219.www2.hp.com/services/us/en/always-on/storage-installation-implementation.html?jumpid=reg_R1002_USEN

Product training info: http://hp.com/education/sections/storage.html

Purchase product training, and help registering for training:
http://www.hp.com/education/news/contact-phone.html

Software / Hardware compatibility and End of Service Life policy: www.hp.com/go/P4000Compatibility

Licensing: http://webware.hp.com

Licensing help: Americas_password@cnd.hp.com Europe_password@cnd.hp.com Asia_password@cnd.hp.com

Webware User Guide:
https://webware.hp.com/licensinghome/LicenseManagementGuide.asp?&SignIn=N&RedirectID=hppwelcome.asp&ValidateMode=False&FromPage=LicenseManagementGuide.asp

Submitting, managing and viewing Support cases:
https://h20566.www2.hp.com/portal/site/hpsc/public/

Purchasing / Presales: (non-Americas) http://welcome.hp.com/country/us/en/wwcontact_us.html
For Americas, dial 800-BUY-MYHP

Addendum B – Acronym Summary

P4000 – HP naming convention for the LeftHand iSCSI SAN product family
IRS – Insight Remote Support
iSCSI – Internet SCSI, or Internet Small Computer Systems Interface
SAN – Storage Area Network
SAN/iQ – Name of the software comprising the OS and management of P4000 SANs
SAID – Service Agreement ID
SPOCK – Website for Single Point of Connectivity Knowledge
BIOS – Basic Input/Output System
CMC – Centralized Management Console for SAN/iQ
CLI – Command Line Interface
HA/DR - High Availability / Disaster Recovery
SAN – Storage Area Network
SRM – VMware Site Recovery Manager
SRA – Site Recovery Adapter, to interface with SRM
VSA – Virtual Storage Appliance
MPIO – Multi-Path I/O
DSM – Device Specific Module, to interface with Microsoft's MPIO framework